FINANCE AND ADMINISTRATION CABINET
COMMONWEALTH OFFICE OF TECHNOLOGY

Steven L. Beshear
Governor

Jonathan Miller
Secretary
Finance and Administration Cabinet

101 Cold Harbor Drive
Frankfort, Kentucky 40601
Phone: 502-564-1201
Fax: 502-564-5769
http://tech.ky.gov/

Phil Baughn
Chief Information Officer

Jim Barnhart
Deputy Commissioner

Robin Morley
Deputy Commissioner

AGENCY CONTACT MEMORANDUM

To: Technical Contacts

From: Phil Baughn
Chief Information Officer
Commonwealth of Kentucky

Date: July 20, 2010

Subject: Secure (encrypted) Messaging Upgrade

This message is intended for those who work directly with Entrust encryption/security services or support users of COT's Entrust encryption/security services.

COT's Enterprise Services Team has completed the migration of the Entrust PKI. Secure encrypted email is now included in the Basic Messaging service at no additional cost to agencies. An Agency Contact Memo addressing this service was previously released in February 2010.

The purpose of this memo is to provide additional technical information and resource links to enable agency desktop support personnel to successfully configure this service on client devices.

It is important for agencies to plan adoption of encrypted messaging to satisfy regulations pertaining to the transmission of confidential and sensitive personal information.

Technical Contacts can access the Entrust software along with installation and enrollment instructions via an FTP site (ftp://twilight.state.ky.us/entrust). Once both ESP9.1 and the ESPO8.0 Outlook add-in have been installed per the instructions, please begin the auto-enrollment process by clicking on the icon next to the clock on the desktop. The Auto-Enrollment process automatically enrolls the user in Entrust. After a necessary overnight provisioning, the user will be active the next business day and able to send and receive encrypted emails.

COT strongly recommends use of the newer Entrust Security Provider (ESP) client over the older Entrust Desktop Solution (EDS) client. An ESP client package with Outlook add-in is available in both 32-bit and 64-bit versions on ftp://twilight.state.ky.us/entrust. Instructions are included for uninstalling EDS and installing the ESP base with Outlook add-in.

Procedures for submitting requests to the Commonwealth Service Desk:

New Mailbox (which now includes Entrust account): $4/month
•	Request must come from COT Technical Contact
•	Request must include COT Billing Number
•	Request should specify "mail enable a new mailbox"
•	COT Technical Contact will install the new Entrust client on user's PC (all instructions and needed files can be found at ftp://twilight.state.ky.us/entrust).
•	COT Technical Contact will install the Auto Enrollment Software (all instructions and needed files can be found at ftp://twilight.state.ky.us/entrust).

New Entrust account for existing mailbox: included in Basic Mailbox rate of $4/month
•	Request must come from COT Technical Contact
•	Request must include user's complete e-mail address
•	Request should specify "new Entrust account for existing mailbox, add user's complete e-mail address to the Entrust DIR"
•	COT Technical Contact will install the new Entrust client on user's PC (all instructions and needed files can be found at ftp://twilight.state.ky.us/entrust).
•	COT Technical Contact will install the Auto Enrollment Software (all instructions and needed files can be found at ftp://twilight.state.ky.us/entrust).

Upgrade existing Entrust users to new client: included in Basic Mailbox rate of $4/month
•	Request must come from COT Technical Contact
•	Request must include user's complete e-mail address
•	Locate and secure the users *.EPF file. Default location is C:\Entrust profile
•	Request should specify "upgrading existing Entrust user to new client, add user's complete e-mail address to the Entrust DIR"
•	COT Technical Contact will install the new Entrust client on user's PC (all instructions and needed files can be found at ftp://twilight.state.ky.us/entrust).
•	COT Technical Contact will install the Auto Enrollment Software (all instructions and needed files can be found at ftp://twilight.state.ky.us/entrust).

Enhanced Mailbox (larger mailbox storage size): $7/month
•	New Mailbox
o	Request must come from COT Technical Contact
o	Request must include COT Billing Number
o	Request should specify "mail enable a new mailbox and make it enhanced"
o	COT Technical Contact will install the new Entrust client on user's PC (all instructions and needed files can be found at ftp://twilight.state.ky.us/entrust).
o	COT Technical Contact will install the Auto Enrollment Software (all instructions and needed files can be found at ftp://twilight.state.ky.us/entrust).

•	Existing Mailbox
o	Request must come from COT Technical Contact
o	Request must include COT Billing Number
o	Request should specify "create enhanced mailbox for user XYZ"

Entrust Key Recovery
•   Request must come from COT Technical Contact

Deletion of Mailbox
•   Request must come from COT Technical Contact
•   Request must include COT Billing Number
•   Request should specify "please delete mailbox and Entrust account for user XYZ and stop billing"

If you have questions regarding COT's Entrust security service, please contact the Commonwealth Service Desk at (502) 564-7576.